

Paper Reference 20161K

Pearson BTEC Level 3

Nationals Extended Diploma

INFORMATION TECHNOLOGY

UNIT 14: IT SERVICE DELIVERY

(PART A)

January 2021 Series

Maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.

INSTRUCTIONS FOR LEARNERS

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Read the set task brief carefully.

This is Part A of the set task and gives information you need to use to prepare for Part B of the set task.

You will need to do your own research over the next 2 weeks.

You can take a maximum of two sides of individually prepared hard copy A4 research notes into Part B of the set task.

You will complete Part B under supervised conditions, without access to the Internet.

You must work independently and must not share your work with other learners.

Your teacher / tutor may give guidance on when you can complete the research.

Your teacher / tutor cannot give you feedback during the research.
